

HUMAN RIGHTS, MEDIATION ADMINISTRATOR/YOUTH COUNSELOR I

GRADE: 21

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Human Rights, Mediation Administrator/Youth Counselor I performs difficult professional and responsible administrative work in the processing and referral of matters related to human rights, community mediation, and adolescent issues. The work requires a proactive approach involving contacts with other City departments and outside contacts with citizens, volunteer mediators, the Human Rights Commission members, and outside agencies on various matters requiring cooperation, explanation and persuasion. The physical demands of the position are limited and the work can be stressful. The work is subject to general policy direction and procedures and assists with the resolution of various types of conflicts with meaningful impact to the community served.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Attends meetings, seminars and workshops and acts as City staff liaison for the Human Rights Commission.
- Prepares reports and meeting agendas; drafts Commission correspondence, informs and advises Commission on current issues and events related to civil

rights; plans, implements and promotes activities of the Commission; and creates and maintains literature on the Commission.

- Plans and implements the Dr. Martin Luther King, Jr. Day Celebration and other special activities as necessary.
- Coordinates and administers City of Rockville Community Mediation Program.
- Coordinates training of City of Rockville employees, community members and Human Rights Commission in mediation skills and techniques.
- Plans and implements Adversity Workshops.
- Screens volunteers and conducts community mediation orientation.
- Receives and processes inquiries related to community disputes.
- Maintains records on all matters related to the community mediation process including logging and tracking all complaints and monitoring the progress.
- Makes referrals, maintains data, prepares reports and ensures appropriate service is obtained for conflicts beyond the scope of community mediation.
- Prepares statistical and narrative reports.
- Evaluates disputes and conducts on-site visits as necessary.
- Interviews disputants, arranges meetings and assigns mediators.
- Processes inquiries related to alleged employment discrimination, providing factual information and assistance with filing a complaint if necessary.
- Conciliates, investigates and makes determinations in housing and public accommodation complaints.
- Mediates and utilizes the other means of conflict resolution for community and landlord/tenant disputes.
- Serves as a member of the Neighborhood Resources Team.
- Responds to landlord or tenant complaints and conciliates complaints when necessary.
- Administers counseling to youth groups and maintains and administer a counseling caseload as necessary.
- Provides support to community crisis situations.
- Participates in peer meetings.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Master's degree in social sciences, public administration, psychology, counseling or related field and three years' experience in intake, assessment and referral of inquiries and conflict resolution or related duties.

Must be certified by the Maryland Association of Community Mediation Center.

Possession of an appropriate driver's license valid in the State of Maryland. Must have the appropriate Maryland State License in the field to provide counseling services.

Preferred Knowledge, Skills and Abilities:

- Knowledge of City, State and Federal laws, ordinances and codes related to discrimination.
- Thorough knowledge of conflict resolution and mediation principles, methods, techniques and practices.
- Thorough knowledge of community organization techniques and individual and group dynamics.
- Knowledge of principals and practices of adolescent psychology.
- Skill in dealing effectively with people.
- Ability to compile and analyze information.
- Ability to secure the cooperation of others, exercising tact and maintaining confidentiality.
- Ability to develop and maintain a good working relationship with other City departments, County, State and other outside agencies.
- Ability to coordinate and administer programs and projects independently and meet reporting requirements in a timely manner.
- Ability to develop, administer and conduct training on a variety of subjects including community mediation.